

**Waukesha County Communications (WCC)
Dispatch Operations Commission
*Meeting agenda & summary notes***

Chair – John Dahms
Co-Chair – Scott Taubel
Commission Members

Greg Jezak, Dick Manke, Steve Marks, Matt Pinter, Donald Wiemer and Daniel Tushaus

Meeting Date: 03-13-06 **Time:** 13:00 – 15:00 **Location:** WCC

Present: John Dahms, Jeff Johnson, Kaye Schwartz-Kumbier, Steve Marks, Richard Tuma, Daniel Tushaus, Don Wiemer, Mark Mader, Dick Manke, Rick McMillin, Greg Jezak, Scott Taubel, Megan Walsh and Denise Wingenter

Meeting Agenda

Topic(s) To Be Discussed:

Approve minutes of February 13, 2006 meeting

System Update (including summary report of Inquiry Forms, staffing, dispatch times, and EMD Process – dispatch alternatives)

Technology Committee Report and Recommendations

Police Protocols Committee Report and Recommendations

Fire Protocols Committee Report and Recommendations

Summary Notes

Approve minutes of February 13, 2006 meeting.

Motion made by Scott Taubel.

Seconded by Greg Jezak.

Motion passed unanimously

System Update (including summary report of Inquiry Forms, staffing, dispatch times, and EMD Process – dispatch alternatives)

February 2006 Times:

Q & A's for EMD dispatch times were at 104 seconds for 90% of the calls. WCC has met all areas of accreditation. Accreditation criteria are being used to judge how well WCC is doing. Twelve EMD Echo calls were dispatched within 60 seconds. Fire was dispatched within 104 seconds and 90% of police calls were dispatched within 90 seconds.

Dan Tushaus asked about the other 10% of the police calls. Richard Tuma responded that those calls are from callers who had difficulty verifying their location.

John Dahms asked if the updated version of Spillman will capture dispatched times. Rick McMillin said it would not. WCC would have an employee capture the times manually by listening to the calls.

There were thirteen inquiry forms; two were unfounded, three were tape requests and the others were GEO based problems and problems with Spillman bringing up addresses that are similar but not exact, and the wrong address gets chosen in error. Rick McMillin is working with Spillman on this issue.

Dan Tushaus said that he knew of two Brookfield Police calls that should not be unfounded. He wants the DOC to evaluate items 1-8-9, and the police protocols to see if these calls should or should not be unfounded. Dan Tushaus noted that written messages stated an error was made, and that shows that an error should not have been made in the first place. Brookfield is listening to tapes and they are finding slow response times. Dan Tushaus wants to make sure WCC are handling the problem.

Staffing:

The five new hires are now in call taking training. One is actually taking phone calls.

Technology:

Spillman has decided to postpone the update. They are refocusing on internal issues. Rick McMillin has requested a list but has not received one. Spillman is asking for 90 days before starting any updates. Richard Tuma stated that WCC is one version behind other agencies. John Dahms wants to know what does that effect? Richard said it affects the call comments and police traffic stops. WCC will proceed with Plan C and 11.2 now and implement Spillman after Easter. Rick McMillin said if Spillman is ready the update should be in early May.

Richard Tuma announced that today is the first day the Radio Shop is switching to IPMobileNet. It will take a two to three week period to finish the conversion.

Jeff Johnson asked about the zoning changes-the changes in response zone. Richard Tuma said he's receiving them and shooting for April 1st.

Don Wiemer asked if Richard had heard anything about the APCO Study. Richard said he had not.

Police Protocols:

Police Protocols had approved changing the assist other department nature from priority 2 to priority 1, and have the dispatcher manually change it to a priority 2 when necessary.

It was requested that all agencies have the ability to delete errors in the accident module. The deleted activity would be logged and kept indefinitely. This way the agency doesn't have to contact Rick McMillin and request him to make the corrections.

Motion made for a delete function by Dan Tushaus. Seconded by Steve Marks. All were in favor.

Fire Protocols:

Fire Protocols have to develop a standard guideline for PSAP Centers for the use of the MABAS radios. Jeff Johnson stated that it was unanimous at the Chief's Association meeting to support fire protocol committee to a plan that uses Priority Dispatching. Fire Protocols Committee is waiting for the APCO Study to review what they recommend. With Plan A Fire and Police get dispatched by determinants, but with Plan C Fire would get determinants and Police would get general TB Nature.

Steve Marks asked where we are with Plan C and Richard Tuma stated that he's waiting for police and fire response plans for TB natures, but he hopes for the end of the month.

Motion to end meeting by John Dahms. Seconded by Don Wiemer. All in favor.

Next Scheduled Meeting:
Waukesha County Communications
Monday April 3, 2006
Time: 13:00 to 15:00

Minutes approved by:

Name: _____
Commission Chair/Co-Chair

Signature: _____

Date: _____